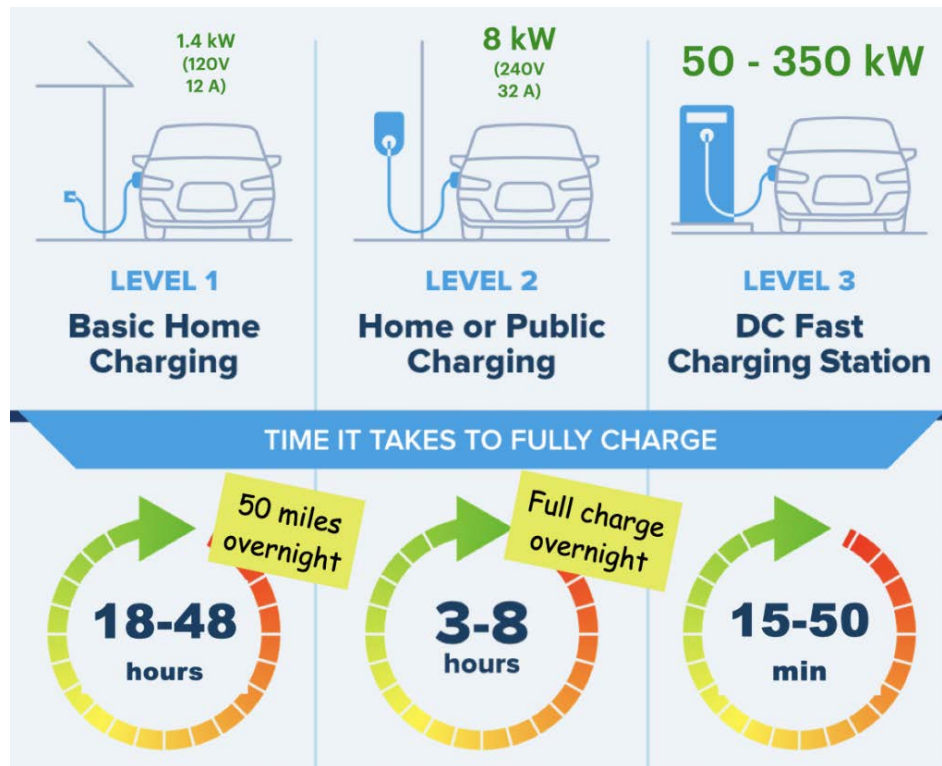


Frequently asked EV questions

1. What do the different levels of Charge mean? How long does it take on each level of charge?



2. What type of Plug-In do I need to charge?

Our current fleet requires the J-1772 Plug in to charge our Chevy Bolts for a level 2 charge and for level 3 you will need CCS1 charger.



J1772 (Type 1)

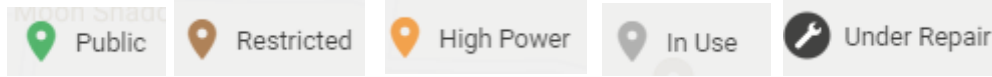


CCS1

3. How do I find charging Infrastructure?



We recommend using the App Plug Share. This app will show you charging infrastructure regardless of the charging provider. There will be green and orange pins on the map indicating the type of charger. Below is the Legend for the pins on the map.



4. How can I utilize ChargePoint FOBs with my vehicle?

The ChargePoint FOB is located on all MWI owned Avis/Budget rental EVs for your convenience. Rather than downloading the app for several different charging infrastructures we provide this convenience which will be billed back to your rental agreement at the end of your rental. If you utilize the FOBs you will receive a \$5 service fee to cover the convenience of this service. These FOBs work at other chargers' infrastructure including the additional brands of **EVgo**, **EVConnect Inc** and **Flo**. We also ask upon your return to a facility that has charging infrastructure that you activate and plug in your EV upon return.

5. Is there a service charge for utilizing ChargePoint for my charging needs?

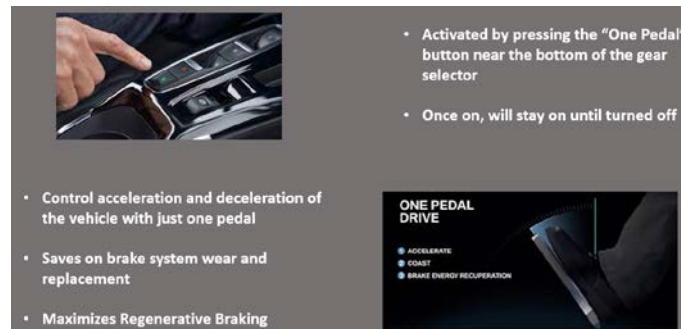
Yes, there is a \$5 service fee for the convenience of utilizing the ChargePoint charging network other than the fees charged by the owner of the charging infrastructure.

6. Can I use the Tesla charging network?

Tesla is currently piloting non-Tesla vehicles to charge thru the Tesla app. This pilot is only accessible for CCS-enabled vehicles. If a Supercharger post has two cables or an installed adapter, non-Tesla cars can only charge with the CCS connector. Tesla is unable to accommodate vehicles that do not fully comply with CCS communication and safety protocols. If you encounter any issues while charging your vehicle, reach out to Tesla Customer Support or your vehicle manufacturer.

7. What are the benefits of one pedal driving?

One-Pedal Driving lets you use only your accelerator pedal to help control the deceleration of the vehicle or bring it to a complete stop under certain conditions. One of the top benefits of single pedal driving is it improves your EV's driving range. According to a research journal by Frontiers in Mechanical Engineering, single pedal driving captures 5% more energy and may add as many as 13 miles to an EV's range.



8. Does Extended Roadside Service cover a tow for my EV?

This will cover any mechanical issues listed in the terms and conditions but will not cover the cost of a tow if you run out of a charge while driving your vehicle.

9. What if I prepay with a Debit Card for my EV?

Debit cards cannot be used at the counter for the \$250 authorization (which occurs when a customer pre-pays their reservation). If they pre-paid with a debit card they would need to show the debit card as a form of identification and would also need to provide a major credit card in their name for the \$250 authorization hold. If a rental is NOT pre-paid, a debit card cannot be used for the rental authorization. However, a debit card can be used at time of return to pay for the rental, provided the owner of the card is present.

10. How low of charge can I have when returning a vehicle?

When renting an EV from Avis/Budget you must return it with at least a 70% charge, or you will be subject to the rate structure in the EV Terms and Conditions. If returned at less than **70%** but more than **10%** battery charge level, a charging fee of **\$35** will be assessed to you. If returned with less than a **10%** battery charge level, you will be assessed an additional low charge fee of **\$35** (a total of **\$70** charging fees if returned with a battery charge of less than 10%).

11. Will we rent out charging cords for those that want to charge at home?

Charging cables are not provided with the Chevy Bolts for use to charge at home.

12. What side is the charging port? Is it displayed on the vehicle fuel gauge?

Each EV has the charging port in different areas of the vehicle and is not indicated on the dash like a fuel door previously was indicated on the gas gauge. It is recommended prior to arriving at a charger complete a walk around the vehicle and make note of where it is located. In the Chevy Bolt, the charging port is in front of the driver side door.

13. How do we bill back EVs that are returned 1 way from Corp?

EV charging charges will be billed back to a 1-way RA in a similar fashion to vehicle that needs gas added to an ice vehicle. These charges will be added to the vehicle as a fuel charge.